

## **Paypal and EBay Handout**

### **Q. What is PayPal?**

A. PayPal is an American company owned by Ebay. It acts as an intermediary when you buy or sell goods. That way the buyer or seller never gets to see your financial details such as bank account number, credit card details etc. Only PayPal has those details.

### **Q. How does PayPal get the money from me to make a payment?**

A. You have several choices. You can let PayPal automatically debit your credit card, debit card or bank account. Or you can transfer money to your PayPal account in advance so that you have 'credit' (or you can leave money there from selling stuff on EBay for example).

### **Q. Does it cost to use PayPal?**

A. Not as a buyer. A seller has to pay a small commission.

### **Q. Is it secure?**

A. No system is ever 'totally' secure, however PayPal is as secure as it gets. Further, they provide 100% protection against any unauthorised transactions.

### **Q. What information do I have to provide to open a PayPal account?**

A. The initial signup screen requires an email address (this will become your PayPal user name), a password (minimum eight characters); full name, DOB, residential address and phone number. Once you are a member then you get to logon to your new account and provide the financial details.

### **Q. What should my password be?**

A. Something that you can easily reconstruct, have a mixture of upper and lower case, a mixture of letters and numbers and special characters such as % or # or !. It must never have a word you'd find in a dictionary or a person or pets name.

### **Q. How the hell will I remember such a password???**

A. Don't. The clue is to be able to reconstruct it. This site has some great ideas <http://malwaretips.com/blogs/2011/01/25/secure-passwords-guide/> as does this site <http://www.auscert.org.au/render.html?it=2260> Never write a password down. If your memory is that bad then just write down some memory joggers that help you reconstruct it.

### **Q. Can I share my password with anyone?**

A. **NEVER, I repeat NEVER.** Not even with spouses or other family members. Make them get their own account. This is YOUR money. If you are going to tell others your account name and password then make sure to tell me first so I get first dibs at emptying your bank account!!!

### **Q. Is PayPal only used with Ebay?**

A. No. Paypal is being increasingly used by thousands of other firms.

**Q. How fast is a payment made?**

A. Nearly instantaneous. Once a payment is made to or from your account you will receive an email. Hence it's important to regularly check your emails, and bank account transactions, just in case someone has tried to defraud you.

**Q. Can I buy goods that are not in Australian currency?**

A. Not a problem. PayPal will do the money conversion, without fees, at first class conversion rates. The main trap with buying from overseas is making sure the seller will post to your country and what the postal charge will be. Check this BEFORE buying.

**Q. How can I be sure an email is from PayPal?**

A. Yes the scum of this world are alive and well out there on the Internet. They have no scruples about making a website or email that looks like it's genuinely PayPal, or a bank, and try to trick you into divulging your password or other details. Some tell-tale signs that it's not a genuine email – it starts with a generic greeting such as 'Dear PayPal member'; has a false sense of urgency; provides a link you must click on.

From the Paypal website is this list of things that PayPal (and probably all financial institutions) will NEVER ask for in an email: Credit and debit card numbers, Bank account numbers, Driver's License numbers, Email addresses, Passwords or your full name etc.

A great site to visit to see just what trickery these low life's will get up to is [www.scamwatch.gov.au](http://www.scamwatch.gov.au)

**Q. If I buy stuff on EBay do I have to use PayPal?**

A. Not always - this depends on the seller. Make sure to read about the payment options accepted BEFORE bidding on an item. Also make sure to check the postal costs and details. Some items are sold as local pickup only.

**Q. Is it safe to go to the EBay site?**

A. Yes. Anyone can browse the site and see what's on offer. To bid or buy you have to be a member and that is free to sign up. Membership also lets you look at completed listings.

**Q. Is eBay only auctions?**

A. No. Many sellers have 'Buy Now' or 'Best Offer'. Many run an entire large business from eBay.

**Q. I'm an eBay member and want to buy something – what should I be careful about?**

A. Check the sellers rating and number of trades, higher the better; check postage; check methods of payment; shop around to see what other sellers are offering the goods for; check completed sales of that item; check other non-eBay sites by simply googling for the item your after. Check locally.

**Q. The seller accepts 'bank transfer'. Do I have to do banking online?**

A. No. You can transfer money with a paper form at a bank. Just be careful to get the sellers EXACT bank account details and write them in carefully.